



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention

INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER
SELECTION BASED ON OPTIMIZATION PARAMETERS
AND/OR ACCOUNT LEVEL DATA

Application Number: 10/799712



Confirmation Number: 8969

First Named Applicant: Lizhi MA et al.

Attorney Docket Number: 47004.000280

Search string: (5414754 or 5452350 or 5530744 or 6052460
or 6064973 or 6215783 or 4694397 or 4722054
or 4745468 or 4774664 or 4797911 or 4914587
or 4926255 or 4932046 or 5121945 or 5179584
or 5259023 or 5383113 or 5555299 or 5559855
or 5561707 or 5594791 or 5615341 or 5684863
or 5715450 or 5742775 or 5745706 or 5758126
or 5765142 or 5793846 or 5815551 or 5832447
or 5835087 or 5923745 or 5953406 or 6016344
or 6098052 or 6100891 or 6101486 or 6212178
or 6230287 or 6233332 or 6304653 or 4649563
or 4694483 or 4792968 or 20020016769 or
20020023055 or 20020059141 or
20010047489).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

Init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/K.N/	1	5414754	1995-05-09	Pugh			
	2	5452350	1995-09-19	Reynolds			
	3	5530744	1996-06-25	Charalambous			
	4	6052460	2000-04-18	Fisher			
	5	6064973	2000-05-16	Smith			
	6	6215783	2001-04-10	Neyman			
	7	4694397	1987-09-15	Grant et al.			
	8	4722054	1988-01-26	Yorozu et al.			
✓	9	4745468	1988-05-17	Von Kohorn			

V.K.N.	10	4774664	1988-09-27	Campbell et al.
	11	4797911	1989-01-10	Szlam et al.
	12	4914587	1990-04-03	Clouse
	13	4926255	1990-05-15	Von Kohorn
	14	4932046	1990-06-05	Katz et al.
	15	5121945	1992-06-16	Thomson et al.
	16	5179584	1993-01-12	Tsumura
	17	5259023	1993-02-12	Katz
	18	5383113	1995-01-17	Kight et al.
	19	5555299	1996-09-10	Maloney et al.
	20	5559855	1996-09-24	Dowens et al.
	21	5561707	1996-10-01	Katz
	22	5594791	1997-01-14	Szlam et al.
	23	5615341	1997-03-25	Agrawal et al.
	24	5684863	1997-11-04	Katz
	25	5715450	1998-02-03	Ambrose et al.
	26	5742775	1998-04-21	King
	27	5745706	1998-04-28	Wolfberg et al.
	28	5758126	1998-05-26	Daniels et al.
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	34	5923745	1999-07-13	Hurd
	35	5953406	1999-09-14	LaRue et al.
	36	6016344	2000-01-18	Katz
	37	6098052	2000-08-01	Kosiba et al.
	38	6100891	2000-08-08	Thorne
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	40	6212178	2001-04-03	Beck et al.
	41	6230287	2001-05-08	Pinard et al.
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US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
//K.N//	1	20020016769	2002-02-07	Barbara et al.			
	2	20020023055	2002-02-21	Antognini			
	3	20020059141	2002-05-16	Davies et al.			
✓	4	20010047489	2001-11-29	Ito et al.			

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



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First Named Applicant: Lizhi MA et al.

Attorney Docket Number: 47004.000280

Search string: (4845739 or 4930150 or 4939773 or 4975945
or 4987590 or 5014298 or 5073929 or 5091933
or 5128984 or 5164981 or 5181238 or 5185787
or 5206903 or 5212789 or 5224153 or 5231571
or 5251252 or 5255309 or 5278898 or 5297197
or 5309505 or 5309513 or 5351285 or 5359645
or 5396542 or 5436965 or 5442688 or 5444774
or 5450479 or 5465290 or 5467391 or 5495284
or 5511112 or 5515428 or 5517566 or 5519772
or 5546452 or 5561711 or 5608785 or 5608789
or 5675607 or 5742675 or 5757904 or 5761288
or 5784452 or 5787154 or 5825856 or 5825870
or 5828734 or 5848143).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/K.N/	1	4845739	1989-07-04	Katz			
	2	4930150	1990-05-29	Katz			
	3	4939773	1990-07-03	Katz			
	4	4975945	1990-12-04	Carbullido			
	5	4987590	1991-01-22	Katz			
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	8	5091933	1992-02-25	Katz			
	9	5128984	1992-07-07	Katz			

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	11	5181238	1993-01-19	Medamana et al.
	12	5185787	1993-02-09	Katz
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	18	5255309	1993-10-19	Katz
	19	5278898	1994-01-11	Cambray et al.
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	26	5436965	1995-07-25	Grossman et al.
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	32	5495284	1996-02-27	Katz
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	35	5517566	1996-05-14	Smith et al.
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	37	5546452	1996-08-13	Andrews et al.
	38	5561711	1996-10-01	Muller
	39	5608785	1997-03-04	Kasday
	40	5608789	1997-03-04	Fisher et al.
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	42	5742675	1998-04-21	Kilander et al.
	43	5757904	1998-05-26	Anderson
	44	5761288	1998-06-02	Pinard et al.
✓	45	5784452	1998-07-21	Carney

/K.N./	46	5787154	1998-07-28	Hazra et al.
↓	47	5825856	1998-10-20	Porter et al.
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↓	49	5828734	1998-10-27	Katz
↓	50	5848143	1998-12-08	Andrews et al.

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Application Number	10/799,712
Filing Date	March 15, 2004
First Named Inventor	Lizhi MA et al.
Art Unit	Unassigned
Examiner Name	Unassigned
Attorney Docket Number	47004.000280

Sheet 1 of 2

NON-PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
/K.N./	1.	Intelligent CallRouter, Delivering the Right Information to the Right Resource For Every Customer Interaction, 1 page		
/K.N./	2.	Computer Telephony Solutions, The Customer Interaction Specialists, printed 5/25/99, 1 page		
/K.N./	3.	VocalTec Ltd., VocalTec Telephony Gateway, Product Brochure, 8 pages, 1993-1996		
/K.N./	4.	Telephony, printed 5/25/99, 1 page		
/K.N./	5.	VocalTec Ltd., Telephony Gateway, Product Overview, VocalTec's Telephony Gateway Product Component Description and Functional Specifications, 9 pages, 1993-1996		
/K.N./	6.	Computer Telephony Solutions - Telemarketing, The Customer Interaction Specialists, Telemarketing & Customer Support Outsourcing, printed 5/25/99, 2 pages		
/K.N./	7.	Computer Telephony Solutions - Internet Telephony, The Customer Interaction Specialists, Internet Telephony, printed 5/25/99, 1 page		
/K.N./	8.	KELLY MAHONEY, Customer base management: Leverage telemarketing and call center environment, Direct Marketing, Vol. 95, No. 6, pp. 20, 67, Oct. 1996 (Abstract - 3 pages)		
/K.N./	9.	CSU/DSU (Channel Service Unit/Data Service Unit), pp. 208-210		
/K.N./	10.	Computer Telephony Solutions - Computer Telephony, The Customer Interaction Specialists, Computer Telephony Systems, printed 5/25/99, 3 pages		
/K.N./	11.	Computer Telephony Solutions - Call/Web Centres, The Customer Interaction Specialist, Call and Web Centres, printed 5/25/99, 5 pages		

EXAMINER SIGNATURE /Khai Nguyen/

DATE CONSIDERED 05/21/2007

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number		10/799,712	
				Filing Date		March 15, 2004	
				First Named Inventor		Lizhi MA et al.	
				Art Unit		Unassigned	
				Examiner Name		Unassigned	
Sheet	2	of	2	Attorney Docket Number		47004.000280	
NON-PATENT LITERATURE DOCUMENTS							
Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION				
			YES	NO			
/K.N./	12.	"Innovative Call Center Solutions" sales brochure materials (undated) by Center Force Technologies distributed at Nov. 1999 conference (21) pages					
/K.N./	13.	Rule 132 Declaration by Inventor Djovana Shkreli dated Jan. 6, 2000, 2 pages					
/K.N./	14.	Rule 132 Declaration by Inventor Thorp Foster dated Jan. 10, 2000, 2 pages					
EXAMINER SIGNATURE /Khai Nguyen/				DATE CONSIDERED 05/21/2007			
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



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Search string: (6175563 or 6301351 or 6311231 or 6327359
or 6330327 or 6038552 or 6301567 or 6513018
or 6597775 or 5878130 or 5898762 or 5917893
or 5974120 or 6049811 or 6134315 or
20020029154 or 20020049691).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
[K.N.]	1	6175563	2001-01-16	Miloslavsky			
[]	2	6301351	2001-10-09	King			
[]	3	6311231	2001-10-30	Bateman et al.			
[]	4	6327359	2001-12-04	Kang et al.			
[]	5	6330327	2001-12-11	Lee et al.			
[]	6	6038552	2000-03-14	Fleischl et al.			
[]	7	6301567	2001-10-09	Leong et al.			
[]	8	6513018	2003-01-28	Culhane			
[]	9	6597775	2003-07-22	Lawyer et al.			
[]	10	5878130	1999-03-02	Andrews et al.			
[]	11	5898762	1999-04-27	Katz			
[]	12	5917893	1999-06-29	Katz			
[]	13	5974120	1999-10-26	Katz			
[]	14	6049811	2000-04-11	Petruzzi et al.			
[K.N.]	15	6134315	2000-10-17	Galvin			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
K.N.	/ 1	20020029154	2002-03-07	Majoor, Johannes W.F.			
K.N.	/ 2	20020049691	2002-04-25	Majoor, Johannes W.F.			

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007